



Environmental Health – Training courses Transparency Notice

Here at Wakefield Council, we take your privacy seriously and will only use your personal information for the purpose(s) listed in section 2 below. This notice provides details of how the Council collects and uses information (data) about you.

We will keep your information (data) secure at all times.

1. Who we are

a) The Controller for the information we hold is Wakefield Council. Contact details:

Telephone: 01924 306112

Email: dataprotection@wakefield.gov.uk

b) If you have any queries regarding your information that we are using for the purpose outlined in section 2, please contact the Controller's representative. Contact details:

Environmental Health, Commercial Team

Wakefield One

PO Box 700

Burton Street

Wakefield

WF1 2EB

Email: business@wakefield.gov.uk

Telephone: 01924 305971

c) The Council's Data Protection Officer is the City Solicitor: Contact details:

Telephone: 01924 305211

Email: dpo@wakefield.gov.uk

2. How we use your data

The Environmental Health Commercial team is part of the Wakefield Council Environmental Health Service and provides training, advice and consultancy services for businesses both within Wakefield District and beyond.

We are Joint Data Controllers with our ofqual regulated awarding bodies, Quallsafe Awards and Highfield Qualifications, for the purposes of sharing Personal Data relating to Learners undertaking the relevant Awarding Organisation's qualifications through our training centre.

We have framework agreements in place for the sharing of Personal Data between our awarding bodies as Joint Data Controllers which define the principles and processes that

we adhere to, the roles the Parties will undertake and the responsibilities of the Parties to each other.

The sharing of Personal Data is necessary in order to facilitate:

- The registration of Learners, who are undertaking qualifications offered by the Awarding Organisation, by the Approved Centre (Wakefield Council)
- The assessment of Learners, including the assessment of evidence provided when claiming Recognition of Prior Learning (RPL), who are undertaking qualifications
- The award of qualifications to, and the certification of, Learners including the secure distribution to learners.
- The planning, undertaking and management of quality assurance activity
- Communications between the Parties regarding Approved Centre account management
- The management of complaints, appeals and whistleblowing reports received
- The production of statistical information used for the purposes of ongoing review and continuous business improvement by the Parties
- Any investigations into malpractice or maladministration and/or audit activity that may be undertaken by either of the Parties and/or the Qualification Regulators
- The compliance of any statutory or legal obligations to which the Parties are subject, inclusive of the responsibility to maintain the security, integrity and confidentiality of Personal Data in line with the DPA and GDPR

A risk assessment has been conducted in respect of the Personal Data to be shared and the necessity of the sharing; this Agreement serves to address any residual privacy or information risks and document the actions taken to identify, address and mitigate those risks wherever possible

Specifically in relation to training courses;

The information we collect is necessary to register qualifications with our awarding bodies. We register each Learner to make sure each Learner is uniquely identified therefore we confirm each Learner's identity prior to assessment taking place. We must take all reasonable steps to guard against fraudulent or erroneous certificate claims

Learner Data

Name (including First Name, Middle Name(s) and Surname); Date of Birth; Gender; Telephone Number; Personal Email Address; Learner Address; Learner Signature; Employer; Unique Learner Number (ULN); Centre Name; Centre Number; Course Location (Venue); Course Start Date; Course Finish Date; Course Time; Course Duration; Answer Paper Number(s); Qualification Title; Qualification Number; Learner Placement Data, Data Pertaining to Learner Performance, including Assessment Paperwork, Assessment Results, Learner Workbooks, Achievement Date; Certification Date; Learner Certificate; Records of Achievement.

3. What authority does the Council have to collect and use this information?

- a) Processing is necessary for compliance with a legal obligation.
- b) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Controller.

We collect your information for the following purposes;

- To provide you with information about our services
- To update you about any changes to our service or provision
- To deal with complaints and comments
- To prevent and detect fraud or crime
- To improve our service

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

We are PCI DSS (Payment Card Information Data Security Standard) compliant. Payment card information is never stored on our systems and is only used to authorise the specific transaction. Under no circumstances will your payment card information be passed to any other third party.

4. How long will we keep your data?

Our records have to be available for external quality assurance and auditing purposes for a minimum of three years

5. Your rights and your personal data

Under the GDPR you have the following rights:

Right of Access

You have a right of access to the personal information that the Council holds about you, and/or the right to be given a copy of the data undergoing processing.

Right to Rectification

You have the right to request that the Council corrects any personal data if it is found to be inaccurate, incomplete or out of date.

Right to Erasure

In certain circumstances, you may have the right to request your personal data is erased.

Right to Restriction of Processing

You have the right, where there is a dispute in relation to accuracy or lawfulness of processing of your personal data, to request that a restriction is placed on further processing.

Right to Portability

You have the right to request the Council provide you with your personal data and where possible, to transmit that data directly to another data controller. However, this only applies to data that you have provided to us and not to all the information that the Council holds about you.

Right to Object to Processing

In certain circumstances, you may have a right to object to the processing of your personal data.

Automated Decision Making

Part of our process includes automated decision making. You have a right to not be subject to a decision based solely on automated processing.

Right of Complaint

You have a right to lodge a complaint with the Information Commissioner, please find contact details below.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

To exercise any of your rights, you should contact the Data Controller's representative as shown in section 1b.

8. Further processing

If we wish to use your personal data for a new purpose, not covered by this Transparency Notice, then we will provide you with a new Transparency Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.